

Appendix IV

DOH LMS Flash and Video Presentations

Executive Summary

The Department of Health (DOH) is committed to ensuring employees have the knowledge, skills and abilities to support the mission of the department. The Department requires all employees complete mandatory and required training within the specified timeframes, and that employees are adequately trained in a timely manner upon hire and/or promotion.

Training courses are available as classroom courses, web or video conference, or online self-paced courses. Pursuant to the DOH Internal Operating Procedures (IOP), employees should use the Department's learning management system (LMS) to document completion of training.

Because of the need for just-in-time employee training, there has been a reduction in classroom courses, and an increase of web or video conference and online self-paced courses. The increase has been most noticeable with the online self-paced courses.

Issue:

Submitted Question: Can videos uploaded to the Department's LMS be linked to or displayed on internal or external DOH websites?

Answer: No.

In order to meet the need for current and future online self-paced courses the Office of Performance and Quality Improvement (OPQI) and the DOH Web Team have developed a standard process for Flash and video presentations for use in the Department's LMS. The benefits of the process are:

- Standardized Flash and video presentations that meet web standards
- Training content delivery that meets DOH training standards and ADA requirements
- The DOH Web Team can ensure consistent content and meet network requirements
- Content developers are able use the best method and training application for delivery

Solution:

DOH LMS Flash and Video Procedures

Effective January 31, 2011, the DOH LMS Flash and Video Procedures include specific instructions and requirements for Flash and video presentations. For specific instructions detailing the process to display a video on internal or external DOH websites, contact the DOH Web Team via email at webmaster@doh.state.fl.us. For assistance with loading a Flash presentation on the DOH external server, contact the DOH LMS Support Team via email at DOHLMS@doh.state.fl.us.





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DOH Learning Management System (LMS) Flash and Video Procedures



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Section 1 - Introduction

Welcome to the Florida Department of Health's Learning Management System (LMS) Flash and Video Procedures. This document will provide you with a guide to loading Flash presentations for online self-paced courses and video content into the DOH LMS and DOH internal and external servers.

1.1 Background

The Department of Health (DOH) is committed to ensuring all employees have the knowledge, skills and abilities to support the mission of the department. The Department requires all employees complete mandatory training within the specified timeframes and employees are adequately trained in a timely manner upon hire and/or promotion.

All employees should use the Department's official learning management system to document employees' completion of training. Training courses are available as classroom courses, web or video conference courses, or online self-paced courses.

Over the past few years there has been a reduction in classroom or face-to-face courses, and an increase of web or video conference and online self-paced courses. The increase has been most noticeable with the online self-paced courses.

In order to meet the need for current and future online self-paced courses the Office of Performance and Quality Improvement - Workforce Development (OPQI-WFD) and the DOH Web Team have developed a standard process for Flash and video presentations for use in the Department's LMS. The benefits of the process are:

- Standardized Flash and video presentations that meet web standards
- Training content delivery that meets DOH policy and ADA requirements
- The DOH Web Team can ensure consistent content and meet network requirements
- Content developers are able use the best method and training application for delivery

1.2 Flash and Video Procedures

Effective January 31, 2011, the DOH LMS Flash and Video Procedures include specific instructions and requirements for Flash and video presentations.

1.3 DOH Support Team Contact Information

Always remember to contact the DOH Web Team with any problems or questions you may have.





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The DOH Web Team is available to facilitate your efforts to bring health related information to all our online visitors. For information on displaying a video on the internal or external DOH websites, contact the DOH Web Team via email at webmaster@doh.state.fl.us. For assistance with loading a Flash presentation on the DOH external server, contact the DOH LMS Support Team via email - DOHLMS@doh.state.fl.us.

Section 2 - Video Presentation Requirements

2.1 Videos In The DOH LMS

Videos delivered through the DOH LMS **may not** be linked to or displayed on the internal or external agency website.

2.2 Video and Multimedia Formats

All video and multimedia formats must be accessible to users of assistive technology as required per F.S. 282.601-282.606 and agency policy. Within the DOH LMS a transcript shall be provided to ensure accessibility such as a comprehensive script of audio and visual information.

2.3 The DOH Web Team Process

The process for displaying a video on the internal or external website is to contact the DOH Web Team via email at webmaster@doh.state.fl.us and provide access to the video for review and approval by the DOH Office of Communications. Once approved, the video will be posted to the DOH YouTube channel and can then be embedded in both internal and external web pages. Contact the DOH Web Team or your local web manager for details.

2.4 Videos On the DOH YouTube Channel

Any videos posted on the DOH YouTube channel can be used as section content for courses in the DOH LMS. Videos posted on non-DOH websites may also be used as section content, but places the Department and subject matter expert at risk, as the owner of the non-DOH website may change or alter video content or access without notification. Non-DOH videos must also be ADA compliant when deployed through the DOH LMS.

Section 3 - Flash Presentation Requirements

3.1 Approved DOH Software

Approved DOH software for creating Flash presentations includes Adobe Captivate and Adobe Presenter. The software can be purchased from DOH approved vendors.



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3.2 Length of Presentations

Research on the Best Practices for the delivery of online presentations suggests that 20 to 30 minute presentations or modules within a presentation are a good length for online training. See the DOH Training Content Standards, Section 9 - Online Content Standards, for more detail.

NOTE: There are no Viewing Window Size requirements for presentations developed for use in DOH LMS.

3.3 Training Delivery Through the DOH LMS

The DOH LMS is to be used to deliver the online trainings, using Flash, to DOH staff. Please review the [TRAIN Florida Training Content External Server Process](#) and work with your local web manager and the DOH LMS Support team to upload Flash presentations to the web.

Section 4 - American with Disabilities Act (ADA) Compliance

4.1 Video and Multimedia formats

All video and multimedia formats must be accessible to users of assistive technology as required per F.S. 282.601-282.606 and DOH web policy. Within the DOH LMS a transcript shall be provided to ensure accessibility such as a comprehensive script of audio and visual information.

4.2 Animation – Multimedia

Equivalent alternatives for audio and visual access must be provided for all multimedia presentations. Not all users can see or hear multimedia files. To make these files accessible to everyone, you must provide transcripts and/or audio descriptions to summarize the audio or video. The following equivalents may be used:

4.2.1 Captioning for the audio portion

Captions are visual text elements displayed simultaneously with an audio track in a video presentation. Captioning must be synchronized with the audio. Synchronized captioning is required so someone reading the captions can also watch the speaker and associate relevant body language with the speech. This feature is used primarily to aid individuals with hearing limitations. Captions must include speech, as well as other relevant sounds and some key actions, as shown in the following example of captioning for a scene where a ringing telephone is answered:





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Example:

The telephone rings three times, and then is answered by a male character.

[phone rings]

[ring]

[ring]

[a man answers]

"Hello?"

4.2.2 Audio descriptions of visual information

Text based auditory descriptions of the visual track of a presentation provide narration of the key visual elements within a video presentation, without interfering with the audio or dialogue.

Key visual elements often described include actions, settings, body language, graphics, and displayed text. This feature is used primarily to aid individuals with visual limitations.

When used in conjunction during a multimedia presentation, captioning and text based auditory descriptions provide ADA compliant equivalent alternatives.

Section 5 – Contact Information

**We are committed to:**

"Developing and Sustaining a Competent and Qualified Public Health Workforce"

OPQI has a DOH LMS Support Team, whose role is to support and meet your DOH training needs. As a valued user, your inquiries, comments and concerns are important to us. Please let us know if we can be of assistance. If you have a question, please feel free to contact **OPQI**:

Email Address: DOHLMS@doh.state.fl.us

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